

# Robert Smith

## Director of Technical Support

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

Dynamic senior leader with diversified experience in a variety of roles including sales, loyalty marketing, operations, systems and human resources. A driven individual with solid leadership experience and advanced education. An understanding team member that can easily adapt to change and can strategically provide insight and forward thinking.

### **SKILLS**

Team Leadership,  
Customer Satisfaction,  
Training, Project  
Management, Creative  
Problem Solving, Team  
Building, Teamwork,  
Management, Microsoft  
Office.

### **WORK EXPERIENCE**

#### ***Director of Technical Support***

**ABC Corporation - April 1983 - March 1984**

##### *Responsibilities:*

- Responsible for 3 person technical support department.
- Provided technical assistance for over 50 manufactures and 2000 products.
- Provided technical assistance to over 7000 retail computer stores.
- Knowledge to the component level of all products for repair, installation and support.
- Evaluated and reviewed all new products.
- Met with manufacturers reps, reviewed and negotiated terms.
- Analyzed product margins and determined dealer pricing.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

#### ***Director of Technical Support***

**Delta Corporation - 1979 - 1983**

##### *Responsibilities:*

- Managed technical staff Scheduled service calls Provided technical and system administration support for various companies in the Clarksburg, .
- Was placed in charge of reorganizing the technical support team, adopting industry-focused HelpDesk tools, and provide improved customer feedback.
- Here are some of my accomplishments Developed NOW Support Service Level Agreements leading to significant recurring revenues Worked with business .
- Managed more than 120 techs providing customer service.
- Managed a team of three that provided software support and quality assurance testing Analyzed complex system software problems including ftp, http, .
- Led 6-person tech team responsible for supporting 3000 member customer base.
- Managed AST authorized laptop and desktop service and repair center.

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **Education**

GED

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)